



REQUEST FOR PROPOSALS

MAIL AND FULFILLMENT SERVICES

The following specifications are offered by the Rhode Island Commerce Corporation/Tourism Division (CommerceRI) for mail and fulfillment services.

To be considered, please submit three (3) copies of your written bid proposal on or before January 22, 2014, 12:00 p.m. local time to:

*Rhode Island Commerce Corporation
Tourism Division
315 Iron Horse Way, Suite 101
Providence, RI 0290
ATT: Mail and Fulfillment Services RFP*

Proposals must be sealed and packages clearly identified with the following: **Mail and Fulfillment Services RFP**. Proposals received after specified time and date cannot be considered.

► Background

The Tourism Division is the official state entity of CommerceRI responsible for promoting domestic and international tourism to Rhode Island. It conducts a comprehensive marketing and communications effort aimed at expanding the state's \$5.2billion tourism industry. The Tourism Division conducts the only marketing effort aimed at attracting visitors to all tourism regions of the state.

Term Requirements

February 15, 2014 – February 14, 2015

Multi-year mailing service contract for second twelve month period will be at the discretion of the CommerceRI.

Services Summary

- Data Base Management
- Fulfillment
- International Fulfillment
- Warehouse and Inventory Control
- Account Service

Database Management

Tourism inquiries or source documents will be received by vendor via email spreadsheet multiple times per week.

Upon request by CommerceRI or their authorized agent(s), the selected vendor must be able to quickly access data and report. CommerceRI typically requires that data processing requests must be completed within five days.

In some instances, specialized data extractions may be required for individual projects. If so, these would be estimated and billed separately as part of the project.

Fulfillment

All inquiries are to be processed within a forty-eight hour period from receipt of inquiry to the mailing of the fulfillment package. Vendor must be able to provide documentation substantiating the forty-eight hour turnaround. Non-compliance with this stipulation will result in contract cancellation.

A standard fulfillment packages include:

Travel Guide magazine (8 x 10.5") self-mailer 6.oz

Service fees:

- Bulk mailing - electronic data transfer: same processing requirements:

\$_____per kit

- Straight first or third class (non-bulk): same processing requirements:

\$_____per kit

- Straight first or third class (non-bulk) and electronic data transfer: same processing requirements:

\$_____per kit

All mail must be sent by most cost effective postage rate. (Standard presort)

Per carton shipping

Bulk literature requests are to be shipped within a time frame specified by CommerceRI. All packages must be packed and mailed efficiently and economically.

\$_____ per carton

Actual postage and freight costs required to mail/ship fulfillment literature and newsletters will be paid by the corporation.

Vendor will be given twenty-four hour notice regarding shipments to be picked up at warehouse. No materials shall be released nor any information divulged about said materials without specific permission from CommerceRI.

Note: Vendors are requested to make alternative recommendations on packaging/ wrapping of fulfillment materials for shipment which would result in cost savings and handling efficiency.

International Fulfillment

Successful vendor must have the ability to forward international leads to third party mail house consolidator. Canadian leads will be sent to an in country mail house via email. All inquiries are to be processed within a forty-eight hour period from receipt of inquiry.

Warehousing and Inventory Control

A minimum of 5,000 square feet of storage space in one location must be provided for safe storage of approximately three different line items. An inspection of the facility will be conducted by CommerceRI prior to the final awarding of the contract.

Vendor must be able to provide quick access and delivery turnaround of materials and propose an efficient handling and transportation strategy.

Accurate computerized monthly inventory summary report will be required. Information to include:

- additions to inventory
- withdrawals by item code
- inventory levels
- inventory reorder level notices

Please include monthly storage charges as part of the response to this RFP. Provide per pallet costs if any.

Account Service

A dedicated account service representative must be assigned to the CommerceRI account regular communication via phone, and or email. The representative will be required to respond in a timely manner to requests for information and data from CommerceRI and its agents. In the absence of the assigned representative, a back-up person must be identified to maintain accessibility and constant account coverage.

Miscellaneous

At no additional cost to CommerceRI, the vendor will provide the following services:

- timely postage verification documents
- cost to relocate current inventory in a timely and efficient manner

Vendor must include the following with their proposals:

- equipment list
- current client list and services demonstrating above capabilities

Anticipated annual inquiry volume level is estimated at 30,000 pieces this does not include bulk deliveries/shipments. Previous year's monthly breakdown figures are available.

CommerceRI based upon determining factors such as unsatisfactory performance may discontinue the service, or revise the scope of service; also CommerceRI may discontinue the service subject to availability of funds.

Submission

The submission requirements for the RFP are detailed below.

I. Required Information

1. Qualification statement of bidder (including description of similar projects).
2. History of firm, and qualifications of project director and other staff proposed to work on project.
3. References (at least 4, including contact name and phone number) from organizations that have used your services for similar project
4. Evidence that vendor, if a corporation, is in good standing and qualified to conduct business in Rhode Island, and copies of business licenses, professional certifications or other credentials.
5. An overall description of the techniques, approaches and methods to be used in performing the services.
6. A bid covering all costs and compensation. The bid should provide a breakdown of costs for professional services, materials, postage and any other costs.

II. Rejection of Proposals

The Rhode Island Commerce Corporation reserves the right to reject any or all proposals in whole or in part for any reason without incurring any cost or liability whatsoever. All proposals will be reviewed for completeness of the submission requirements. If a proposal fails to meet a material requirement of the RFP, if the submission is incomplete or the proposal contains irregularities, the proposal may be rejected. All proposals may be rejected in any case where it is determined that the proposals are not competitive, or where the cost is not reasonable.

III. Evaluation Process and Highest Scored Proposal

An evaluation team will review in detail all proposals that are received to determine the highest scored proposal (HSP).

During the evaluation process, the CommerceRI may require a perspective vendor to answer questions with regard to the proposal and/or require certain prospective vendor to make a formal presentation to the evaluation team.

The following criteria will be used in reviewing and comparing the proposals and in determining the HSP. The weight to be assigned to each criterion appears following each item:

- Understands the scope of the project through concise description of methods, procedures and personnel vendor intends to employ for management and operation of the project, (25%);
- The ability, capacity, flexibility, financial stability and skill of the perspective vendor to perform the contract, (25%);
- The character, integrity, reputation, judgment, experience and efficiency of the perspective vendor, including the quality of the perspective vendor's performance on previous contracts with the CommerceRI, if any 25%);
- Cost and compensation required. Costs consideration will be reviewed only if a proposal is determined to be otherwise responsive. All figures entered on the proposal must be clearly legible. (25%)

IV. Site Inspection

As part of the selection process, CommerceRI reserves the right to arrange an inspection of perspective vendor's facilities where services will be rendered.

V. Award and Execution of Contract

Subject to CommerceRI's right to reject any or all proposals, the HSP will be awarded the Mailing Services Contract.

VI. Questions and Answers

Question must be emailed to Mark Brodeur by January 15, 2014 to:
mbrodeur@commerceri.com

Answers will be posted on www.commerceri.com by January 16, 2014.

Schedule of RFP Process and Project Timeline

Advertisement of RFP:	January 10, 2014
Questions deadline:	January 15, 2014
Answers Posted:	January 16, 2014
Proposals due:	by January 22, 2014 Noon